

Abstract of the Disclosure

In providing an information assistance service, information assistance calls are routed through a telephone carrier switch to information/call centers for handling the calls. For each call, the carrier switch establishes a Voice over Internet protocol (VoIP) call session, and
5 conducts handshaking with a redirect server in an information assistance system, e.g., in accordance with a session initiation protocol (SIP). In response to an Invite message to the redirect server, the redirect server provides a list of available call centers in a Multiple Choices response message to the carrier switch. The latter negotiates with one of the call centers on the list to set up the VoIP call session.